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Your essential daily news | MONDAY, APRIL 11, 2016

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'THE RIGHT TIME'

Less than 24 hours after the Senators season ended,
 Bryan Murray steps down as GM **metroSPORTS**



JUSTIN TANG/THE CANADIAN PRESS

Five Ottawa men charged in January murder

GUNNED DOWN

Mohamed Najdi's death was targeted, gang-related: Police



Emma Jackson
 Metro | Ottawa

Five men have been charged with first-degree murder and kidnapping after an Ottawa man was gunned down outside his home in January.

Mohamed Najdi, 28, was shot multiple times in the back on Jan. 10 in front of the Yule Manor Co-Op on Claremont Drive, near St. Laurent Boulevard and Hemlock Road.

The Ottawa Police Major Crime unit called it a targeted and gang-related shooting, and said the victim was known to police.

Najdi's murder is the first of six in Ottawa so far this year. There were seven homicides in all of 2015.

On Sunday, four months to the day after Najdi's death, four of five men accused of the murder appeared in court by video link: Alaa Asiri, 33, Ali Elenezi, 18, Lual Lual, 26, and Mohamud Yusuf, 25.

A fifth suspect, Mohamed Mohamed who turned 32 on Sunday, was also charged with first-degree murder and will appear in court on April 15.

The five men have also been charged with one count each of kidnapping. Police allege Amirali Mohsen was taken with "intent to cause him to be confined against his will," according to court documents.

It's not clear how the kidnapping and murder are connected.

The four who faced a justice of the peace Sunday were each banned from communicating with a long list of people, including each other, Mohamed and at least three members of Najdi's family.

They will appear in court again on April 25.

So far in 2016, Ottawa has had 19 shootings.

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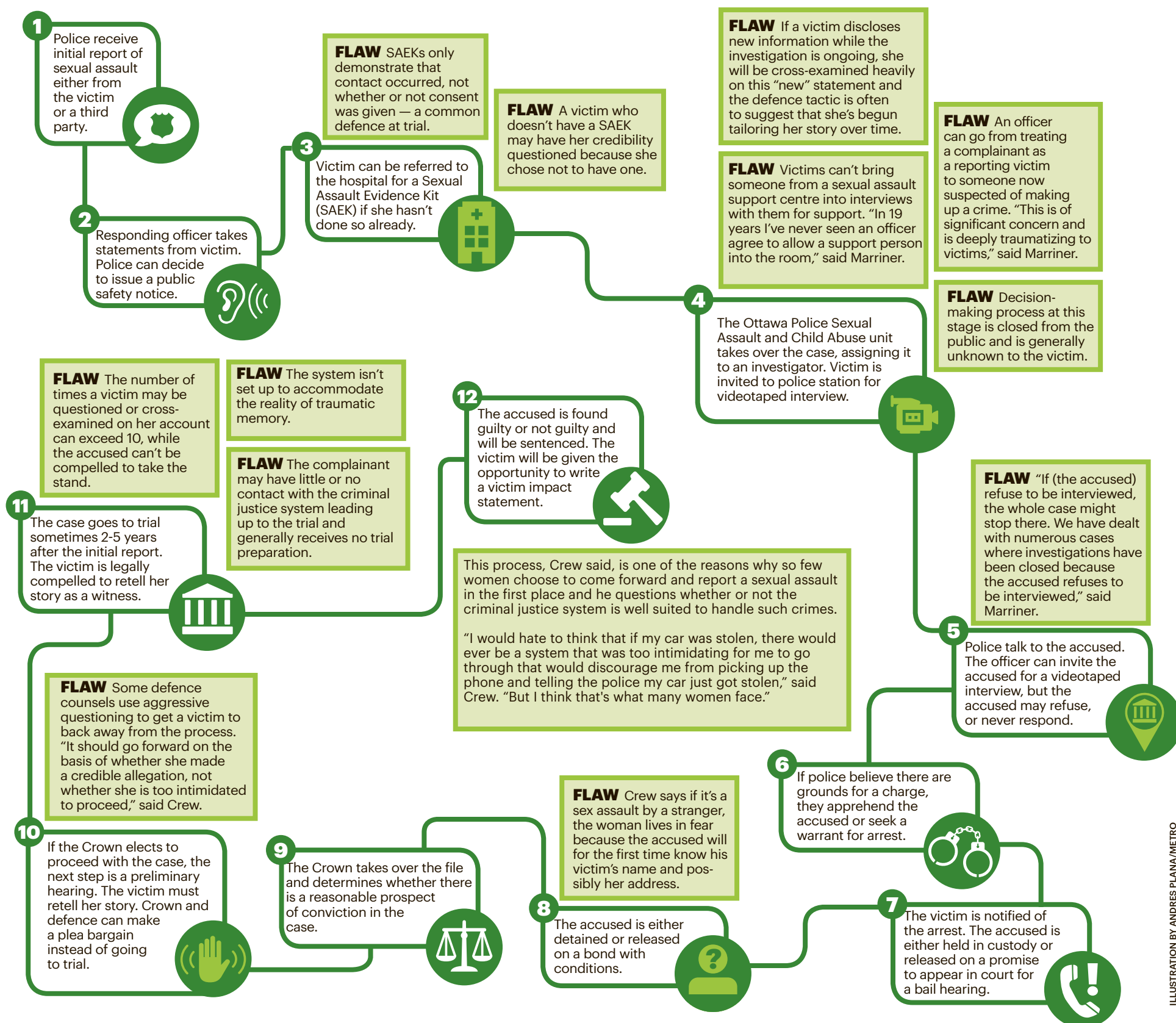


Navigating the maze of a sex-assault case

Metro looks at what it's like for a woman in Ottawa to report a sexual assault to police and work through the criminal-justice system. Blair Crew, who teaches sexual-assault law at the University of Ottawa, and Sunny Marriner, executive director of the Ottawa Rape Crisis Centre, say there are flaws in the process. Importantly, each victim's experience is unique.



Joe Lofaro
Metro | Ottawa



5

THINGS TO WATCH AT CITY HALL

The Uber/taxi talks continue this week, while locations for the new Central Library and the second stage of LRT are also on the table. Here's a look ahead.

Sara Ericsson
For Metro | Ottawa



1 Uber/taxi debate

Friday saw crowds of people wanting to voice their thoughts at city hall on Ottawa's Uber/taxi debate, which is moving to make the new service legal in the city. Council voted against installing cameras in Uber vehicles, while voting for Uber to provide an updated list of drivers in Ottawa to council every three months. Other topics included whether to encourage Uber drivers to use hybrid and electric vehicles, enforcement measures like spot audits and inspections, and completion of police checks for new drivers. Council will meet again this Wednesday to further discuss the issues.

2 Animal mills

Concerns regarding puppy and kitten mills are behind the Pet Shop bylaw review. Critics say pet shop customers' impulse buys lead to more pets dropped off at shelters, while also increasing euthanasia rates. There is also concern pets in these shops come from puppy and/or kitten mills, where they live in terrible conditions. The community and protective services committee will decide Wednesday whether to restrict where cats and dogs can come from.



3 Central Library location



The Ottawa Public Library Board will receive an update Tuesday on the Central Library Development Project's site selection process, which will include a call-out for potential sites. The project has faced controversy and backlash from groups such as Bookmark the Core over its location selection process, which they said was kept under wraps. Most people want a central, pedestrian-friendly downtown location.



4 Payday loan licensing

Council will vote on Wednesday to publish a report recommending the requirement of licensing for payday loan businesses by 2017, plus stricter regulations on their locations. Hamilton adopted similar legislation in February. As previously reported by Metro, Rideau-Vanier Coun. Mathieu Fleury wants Ontario to give cities control over payday business locations and density, which cluster in low-income areas and "target" residents.



5 Stage two LRT discussions

Last week, the city announced it had found a way to route its stage two light rail plans around the Unitarian Church's property on Cleary Avenue, and build Cleary Station on Richmond Road instead. Now, residents can weigh in as planners host a meeting Thursday night at Notre Dame High School. From 6 to 9 p.m., visitors can hear more details and ask questions. There's bound to be a good turnout; the seniors and churchgoers most affected by the city's plans have been vehemently opposed since the beginning, arguing construction would destroy their quality of life with dust, noise and loss of parking spots.



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Police chorus set for May memorial

MUSIC

In its 44th year, group offers support in the form of song

Ashley Moffatt
For Metro | Ottawa

Every May, there is a memorial honouring police officers in Ontario who have sacrificed their lives in the line of duty. At the sombre event in Toronto, the Ottawa police chorus is there to lend support in the form of music.

"We face the families of the fallen officers, from where we're standing," said Geoff Linklater, chorus director.

"You see what they're going through. You see the fallen officer's sons and daughters or grandchildren, and they're suffering. We're

there to support them. You often have tears when you're watching. The words are difficult to describe it."

Every May, the choir performs at the provincial memorial for fallen officers in Toronto. The choir is holding an open rehearsal for anyone interested in joining the choir on April 21.

Linklater, now in his 13th year in the chorus, said that music is a very moving part of the ceremony.

Though the memorial services are a sombre experience for Linklater, the connection and friendships found in the group are also what keep the busy schedule manageable.

"The camaraderie of the chorus is exceptional. They get along so well. They support each other. There's a real strong connection. Part of that is the mandate. I'm just proud to be part of this chorus," he said.

The Ottawa police chorus began in 1972, when the chief at the time, Leo Seguin,

“Music really lifts the spirit. It calms. It empowers.”

Geoff Linklater,
chorus director

wanted to have a chorus in place to perform at police functions. It was only in 1991 that the chorus expanded to include women, retired police officers, and civilians.

Among the 43 members, most are civilians.

The group has also expanded its focus from Ontario police memorials to community events.

"We go into seniors homes, for example," said Linklater. "You're really, really connected with them. It's a small venue, so you get to see them close up and individual."

"Music really lifts the spirit," he said. "It calms. It empowers you to cope with that you're going through."



Members of the Ottawa Police Chorus practice on Thursday. ASHLEY MOFFATT/FOR METRO

TRANSIT

LRT work closing Nicholas lanes

Drivers who use Nicholas Street to access the highway will face lane reductions from now on as the city gets down to the nitty-gritty of LRT construction.

The disruptions will start Monday night with "intermittent lane closures" on Nicholas Street and through the Nicholas-

Laurier intersection while crews carve out new dedicated lanes for northbound buses between Laurier and Highway 417.

Work will mostly take place in the evenings and on weekends to minimize disruption, according to the city.

But as of April 24, the reduced

lane count will be in place all day, every day as the new dedicated bus lanes are put to work, accommodating all the Transitway buses getting shunted off their normal path. That arrangement will last until spring 2018, the city said, when light rail will open. EMMA JACKSON/METRO



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Like Tinder, but for job hunting

TECHNOLOGY

New grad finds efficient route to employment

Ashley Moffatt
For Metro | Ottawa

When Jared Floyd was scrolling through resumés on Kijiji

to fill a position at the bar his dad owned, he couldn't help but think about how time consuming the entire process was.

So many important things in our lives are now streamlined. There's Tinder for dating and Snapchat for keeping in touch with friends. Surely finding a job shouldn't be any different. Now, with the launch of Quickly, it isn't.

Floyd, a recent Algonquin marketing graduate, has launched a job-searching app that he says appeals to both job seekers and employers.

"It's an app that uses swiping left to right format when applying to jobs," said Floyd. "What we've found is that at parties and restaurants, people actually pull out their phone and go on Tinder. Ten years ago, you would not see

someone pull out a dating app and do that in front of people. Tinder made something that you don't mind doing in front of social groups because it's cool."

Floyd hopes to do the same with job searching. When applicants pull up the app, they see a picture of their potential workspace and swipe left if it doesn't appeal to them.

"The jobs also come up

based on your current location," said Floyd. "The good thing about that is, 40 to 50 per cent of job hunters have said that location is what matters most to them."

Businesses looking to fill a position then go to Quickly's website, where they see all the candidates who are interested in their business at a glance. Floyd is hoping to launch an app for employers soon.



Jared Floyd of Quickly.
ASHLEY MOFFATT/FOR METRO

SPORTS

OrbitPlay helps athletes meet up

When Mona Hafez moved to a new city, she didn't want to give up her tennis obsession. But she didn't know anyone she could play with. Being the business-minded person that she is, Hafez decided to recruit some developers to create a website that was like Facebook, but for tennis.

Once Hafez moved back to Ottawa, she knew she needed a technical person to help her develop the idea. So she sent an e-mail to the faculty of engineering at University of Ottawa to see if anyone could help.

That's when Brooke Robert Stephens, who was studying software engineering, got excited. He had thought of the exact same idea when trying to organize the university's squash ladder tournaments. The two teamed up and launched TennisOrbit and SquashOrbit.

Then they got sponsors and were able to launch their app, OrbitPlay, which allows you select a sport or activity you'd like to participate in. From there, you pick your experience level and you're given a list of people who would be a good match and who are geographically close to you. Once you've selected your opponent and venue, your opponent receives an invite. You can see what time the other person is available to play on the scheduling tool in the app.

Once you've met up and played, you can rate each other on a one-to-five scale. Not necessarily on how well they played, but whether or not you enjoyed spending time with the other person.

OrbitPlay is also partnered with the City of Ottawa, helping the city attract more people to facilities. ASHLEY MOFFATT/FOR METRO



Brooke Robert Stephens, Mona Hafez and Franck Mamboue launched an app to connect players. ASHLEY MOFFATT/FOR METRO

IN BRIEF

Special networking event is just for nerds

Are you a self-proclaimed nerd? Do you want to meet other nerds and do nerdy things together?

Networking for Nerds has you covered as it hosts a Nerd Party at the Tooth and Nail Brewing Company in Hintonburg Monday night.

This "developer, designer, engineer, maker, scientist,

artist, entrepreneur and nerd-friendly networking event" will allow you to mingle with like-minded people while you play nerdy video games, check out local nerdy businesses, and compete with nerdy trivia.

The event starts at 6 p.m. with free appetizers and wraps up at 10 p.m. Tickets are \$10 in advance or \$13 at the door. EMMA JACKSON/METRO

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NORTHWEST PASSAGE

Northerners prepare for giant cruise ship

Sir John Franklin would have been astounded.

The Northwest Passage which he and his doomed crew of Arctic mariners sought is to be plied this summer by a ship roughly eight times as long and carrying 25 times as many people as Franklin's flagship in 1845.

The Crystal Serenity, the biggest cruise ship to plan a transit of the legendary passage, is so large that Canadian officials are holding special meetings this week to prepare. Residents in the communities along its route, who will be outnumbered by the ship's passengers and crew, are already planning for a visit that won't happen until August.

"We get a lot of cruise ships, but this one is so large it will impact us significantly such that we need months to prepare for it," said Vicki Aitaok, who's organizing a reception in Cambridge Bay, Nunavut, about midway along the route.

Every summer, about 10 cruise ships carrying a total of about 2,600 passengers sail



The Crystal Serenity
THE CANADIAN PRESS

through all or part of the Northwest Passage. The Serenity, with more than 1,000 passengers and 700 crew, is in another league.

"It's fair to say that when you have 1,700 people making this particular voyage, it caught the attention of both the American and the Canadian Coast Guard," said Jeff Hutchinson, the coast guard's deputy commissioner.

On Wednesday, officials from both services, together with ship operator Crystal Cruises and Transport Canada, are to run tabletop simulations to test the capabilities of both the company and potential first responders.

THE CANADIAN PRESS

IN BRIEF

Keystone pipeline reactivated at low pressure

Oil is flowing once again through the Keystone pipeline after a leak in South Dakota caused a shutdown that lasted more than a week.

TransCanada said in a news release that the cross-border line was restarted Sunday following permission that was granted by the Pipeline and Hazardous Materials Administration in the U.S.

The company says the line will operate at a reduced pressure as part of the plan that was approved to return it to service.

THE CANADIAN PRESS

Life-insurance industry addresses assisted dying

Life-insurance providers have told the federal government its members are willing to lift the standard two-year exemption for suicides and pay out policies on people who end their lives through physician-assisted death, says the head of the industry's professional association.

Frank Zinatelli said if someone follows the legislated process, which is expected to be announced as early as next week, then providers would pay out on policies that are less than two years old.

THE CANADIAN PRESS

Mulcair out as leader

NDP CONVENTION

Just 48% of delegates voted to keep him at the helm

Rank-and-file New Democrats handed Tom Mulcair another ballot-box drubbing Sunday, voting to replace him as leader less than six months after a devastating election loss that dashed the party's dream of forming Canada's first federal NDP government.

A stunned silence fell over the convention floor at Edmonton's Shaw Conference Centre as delegates realized that not only had Mulcair not attained a respectable level of support, he hadn't even reached the 50 per cent threshold — unheard of in a federal leadership review.

As a result, the man who less than a year ago was being touted as poised to become Canada's first-ever NDP prime minister instead became the first federal leader ever to be rejected by a majority of delegates — 52 per cent — at a party's annual convention.

"The only thing that's important is that we leave here united," a calm, resigned-looking Mulcair told delegates after the vote.

Mulcair said he'll remain as leader until his successor is chosen, within 24 months.

He thanked his wife and the delegates, and urged the party to come together around his successor, whomever that turns out to be.

"We will always be the party that dreams no small dreams," Mulcair said. "We will always be the party that thinks about the little guy."

A bare-minimum 50 per cent plus one vote would have been necessary for Mulcair to stay on, let alone have anywhere near enough support for a con-



Tom Mulcair pauses during his speech at the NDP federal convention in Edmonton on Sunday. The NDP have voted in support of holding a leadership race. JASON FRANSON/THE CANADIAN PRESS

fidant mandate — a threshold some had pegged at closer to 70 per cent.

It was a far worse result for Mulcair than even his fiercest detractors might have expected, the culmination of a festering dispute over the NDP's future direction in the wake of an election defeat that robbed the party

rank-and-file members to stand with him.

In a speech some observers characterized as uninspired at times and passionate at others, Mulcair said he has accepted the blame for the mistakes of last year's disappointing election campaign, but insisted he is re-energized, reinspired and



The person who replaces me must have the absolute and complete support of 100 per cent of the members of the NDP. Tom Mulcair

of more than half its seats and the spiritual core of its caucus.

"I'm saddened by the result but we live in a democratic system, we have a democratic party," said British Columbia MP Peter Julian.

Prior to Sunday's vote, Mulcair made one last pitch to the New Democrat faithful to allow him to stay on as leader, urging

re-engaged after six months of meeting grassroots supporters.

The rift within the NDP over Mulcair's leadership was evident during the speech. Some supporters jumped to their feet to applaud and express their support, while others on the convention floor stayed stone-faced and seated.

THE CANADIAN PRESS

+ CONTROVERSY

NDP moving ahead with Leap Manifesto



Ryan Tumilty
Metro | Edmonton

The federal NDP will study adding a controversial document to their party's policy over the objections of Premier Rachel Notley and many other Alberta New Democrats.

A motion to have riding associations across the country look at the Leap Manifesto, which calls for a change to the capitalist system, no new pipeline construction and a quick move to end reliance on fossil fuels, passed Sunday morning at the national convention.

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Temple fire kills dozens

INDIA

Hundreds more injured in fireworks accident

The Hindu temple in southern India was packed with thousands for a religious festival early Sunday when the fireworks began — an unauthorized pyrotechnic display that went horribly wrong.

Explosions and a massive fire swept rapidly through the Puttingal temple complex about 3 a.m. in the village of Paravoor, killing 102 people and injuring 380 others, officials said.

Scores of devotees ran in panic as the massive initial blast cut off power in the complex, while other explosions sent flames and debris raining down, a witness said. Many people were trapped inside.

"It was complete chaos," said Krishna Das of Paravoor.

"People were screaming in the dark. Ambulance sirens went off, and in the darkness no one knew how to find their way out of the complex."

Das said the first deafening explosion occurred as the fireworks display was about to end and as he was walking away. It was followed by a series of blasts, he added.

The fire started when a spark from the fireworks show ignited a separate batch of fireworks that were being stored in the temple complex, said Chief Minister Oommen Chandy, the top elected official in Kerala state.

Most of the more than 100 deaths occurred when the building where the fireworks were stored collapsed, Chandy told reporters. About 60 bodies have been identified so far, he added.

One of the explosions sent huge chunks of concrete flying as far as a kilometre, said Jayashree Hari Krishnan, another resident.

THE ASSOCIATED PRESS



1 Debris of damaged structures lies on a wall decorated with motifs of Hindu gods at the spot where a massive fire broke out Sunday during a fireworks display at the Puttingal temple complex in southern Kerala state, India.

2 An injured boy rests at the Kollam district hospital.

3 People walk past damaged buildings.

AIJAZ RAHI/THE ASSOCIATED PRESS

BRUSSELS

Second France attack planned, say officials

The extremists who struck Brussels last month and killed 32 people initially planned to launch a second assault on France in the wake of the November attacks in Paris, authorities said Sunday.

But the perpetrators were "surprised by the speed of the progress in the ongoing investigation" and decided to rush an attack on Brussels instead of going back to France, the Belgian federal prosecutor's office said in a statement. It didn't provide any details on the initial French plot or its targets. THE ASSOCIATED PRESS

+ ARRESTS

Belgian police detained four men in Brussels raids over the weekend in relation to the Brussels attacks. One of them, Mohamed Abrini, has also been charged in relation to the Paris attacks, prosecutors said.

Abrini has acknowledged being the "man in the hat" spotted alongside the two suicide bombers who blew themselves up at Brussels Airport, officials said.

MACEDONIA

Hundreds hurt as migrants confront border police

Migrants waged running battles with Macedonian police Sunday after they were stopped from scaling the border fence with Greece near the town of Idomeni, and aid agencies reported that hundreds of stranded travellers were injured.

Macedonian police used tear gas, stun grenades, plastic bullets and a water cannon to repel the migrants.

More than 50,000 refugees and migrants have been stranded in Greece after Balkan countries closed their borders to the massive flow of refugees pouring into Europe. THE ASSOCIATED PRESS

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FITNESS TECH PRODUCTS FROM THE FIBO TRADE FAIR

Recognizing the latest innovations in sports and fitness products, the FIBO Global Fitness trade fair wrapped up this weekend in Cologne, Germany. Here are three highlights from the shortlisted 12 gadgets and products up for this year's FIBO Innovation and Trend Awards. **AFP**

**1 Jabra Sport Coach wireless headphones**

The Jabra Sport Coach wireless headphones take you through a workout and enable you to track and analyze your performance with their integrated Trackfit motion sensor. The headphones come with more than 40 exercises catering to levels from beginner to advanced, and will provide you with an audio coach in your ear to take you through the workout, as well as music with high-quality Dolby sound. And for those who combine their workouts with running, the Trackfit motion sensor will record your distance, pace, steps and calories so you can keep track of your progress.

The headphones can be used with many of the most popular fitness apps including Runtastic, Runkeeper, Strava and Mapmyfitness, as well as their own Jabra Sport Life app for more personalized in-ear coaching during your sweat session.

**2 Cosinuss° One**

The new ear sensor from cosinuss°, the cosinuss° One gives accurate feedback during your workout on not only your heart rate but also body temperature, an important factor to measure during athletic performance. Feedback can be sent to a smartphone or fitness tracker, and the ear sensor can also be used with its own cosinuss° One app, which can also monitor your dehydration levels so you know when to take on board more water, as well as provide an accurate reading on how many calories you have burned.

And with no need for a chest strap, the sensor gives you a much easier and more discreet way of measuring your body's overall performance throughout your workout.

**3 Gym Aesthetics High-Tech Underwear**

The new Gym Aesthetics High-Tech Underwear range uses built-in sensor technology to detect and record movement from 900-plus exercises.

With tights and a T-shirt available to cover leg and torso muscles, the wearable tech will calculate and record your repetitions and muscle strain from freestyle movements and exercises on both free weights and equipment.

It can even tell you when you are performing moves incorrectly, and will provide verbal and visual feedback to your smartphone app via Bluetooth, giving you a safer and more effective way to exercise.

TECHNICOLOR

DNA the 'future of movie archiving'

A Technicolor scientist surrounded by the latest virtual-reality technology inspects a vial containing a few droplets of water — and one million copies of an old movie encoded into DNA.

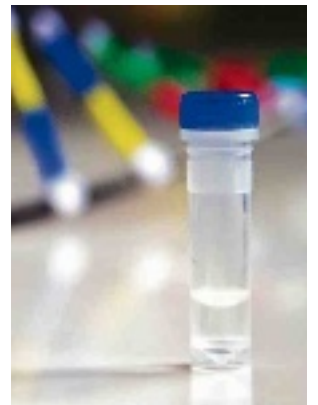
The company has come a long way since the Hollywood golden age, when the world gazed in awe at the lush palette of *The Wizard of Oz* and *Gone with the Wind* provided by its three-strip cameras.

Now celebrating its centenary year, Technicolor's laboratories are at the cutting edge of the science of filmmaking, leading a worldwide revolution in immersive entertainment.

"We are bigger today in L.A. than we were 70 years ago or 50 years ago," Technicolor chief Frederic Rose said at a recent ceremony where he accepted a "star of recognition" from the Hollywood Chamber of Commerce.

Rose used the occasion at Technicolor's Sunset Boulevard studios to showcase the company's latest jaw-dropping innovation — the encoding of movies into artificial, "non-biological" DNA.

Jean Bolot, vice-president for research and innovation, held



Look closer: This vial contains a few droplets of water — and one million copies of an old movie encoded onto DNA.

ROBYN BECK/AFP

up a vial barely bigger than a bullet containing a million copies of 1902 French silent film *A Trip to the Moon*, the first movie to use visual effects.

DNA is almost unimaginably small — up to 90,000 molecules can fit into the width of one human hair — so even such a large library is totally invisible to the human eye. All you can see is the water in the tube.

"This, we believe, is what the future of movie archiving will look like," Bolot said.

Scientists have been experimenting with DNA as a potential storage medium for years, but recent advances in modern lab equipment have made projects like Technicolor's a reality.

Bolot's team digitized the *A Trip to the Moon* into data in the form of zeros and 1s in computing's binary code, and transcribed it into DNA code, which was then turned into molecules, using lab-dish chemicals.

The contents are "read" by sequencing the DNA — as is routinely done today in genetic fingerprinting — and turning it back into computer code. **AFP**

+ WHY DO IT?

Converting movies into man-made DNA brings huge advantages, said Bolot, who points out that the archives of every Hollywood studio, currently taking up square kilometres of floor space, could fit into a Lego brick.

What's more, the format for reading it doesn't become obsolete every decade or so, unlike celluloid, VHS, DVD and every other medium in the history of filmmaking.

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THE QUESTION
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Dear Ellen,

My phone/cable TV/Internet provider keeps overcharging. Some months the bill is \$4 higher. Other times it's \$11. Every month I spend at least an hour on the phone trying to get them to fix the mistake once and for all. They always adjust the bill, but it keeps happening. I don't want to be rude but I don't want to spend so much time on the phone every month when the mistake is not my fault.

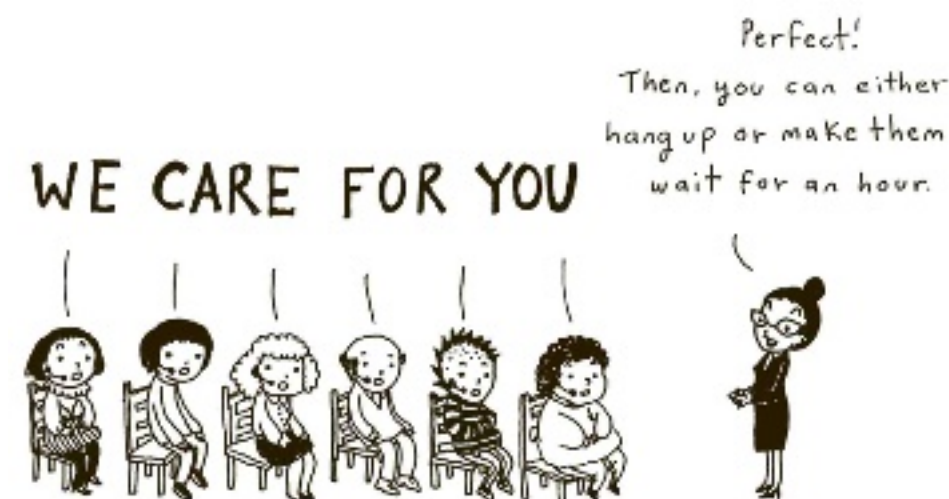
T.R.

Dear T.R.,

Wow. Your letter is a model of gracious restraint considering how much of your time and money is being wasted by a corporation that repeatedly makes false promises about fixing your problem but clearly doesn't care enough about your business to actually follow through.

If this company were a romantic partner, I would say: "Break up with this sleazy, lying, thieving b---d once and for all, and find yourself a decent provider!" Except then you'd have to go out and do the telecom equivalent of on-line dating, desperately seeking a new provider in the hopes they won't try to lock you down in an exclusive, long-term relationship, then immediately

I begin every call to my own provider by saying: 'Hello. I want to start by telling you that I may not be able to control my tone.'



© Ani Castillo

start breaking promises and screwing you over the second you commit.

Which they probably will, because — as much as we hate to generalize here at Urban Etiquette — the fact is that phone/cable TV/Internet providers across Canada all tend to overcharge and under deliver. The proof is in the thousands of complaints received every year by the CRTC, the government agency in charge of regulating broadcasting and telecommunications for the public good.

I'm glad to hear that you "don't want to be rude" when you make these monthly, ultimately futile phone calls, but it would be understandable if you slipped up. We can hardly expect anyone to fret about manners while getting royally shafted (especially when the shaft comes with empty, scripted apologies that waste even more time in those stupid,

endless phone calls that seem designed to wear us all down so we'll stop phoning to complain in the first place).

But in calls to customer representatives, rudeness is pointless and misplaced. The wage slave on the phone is not the one at fault, and has no real power to make the company deliver on its promises. This is why I begin every call to my own provider by saying: "Hello. I want to start by telling you that I may not be able to control my tone, because I am very angry and upset. Please understand that my anger is not directed at you, but at the evil overlords who run your terrible company."

As for your endless over-billing problem, I'm sorry I don't have a better solution for you. I do encourage you to register your complaint with the CRTC crtc.gc.ca/eng/internet/plaint.htm and the Com-

missioner for Complaints for Telecommunications Services (CCTS) ccts-cprst.ca.

You might also want to check out Facebook groups hosted by both providers (Fido, Telus, Wind Mobile, etc.) as well as detractors (I Hate Bell Canada, Canadians Against Rogers, Shaw Cable Sucks, I Hate Telus, etc.). I don't recommend rude venting on any of these sites — toxic spirals on the Internet are good for no one. But responsibly describing your own ordeal and reading about those of others can be both therapeutic and constructive.

If you're in any way dissatisfied with this advice, feel free to speak to my manager in Retention. She'll probably just tell you what I told you, though.

Need advice?
Email Ellen:
scene@metronews.ca

ROSEMARY WESTWOOD

metroview

The first step is admitting you're a hopeless Q-Tip addict

My long-distance fiancé had just arrived for a visit, and according to him, after the usual pleasantries, the first thing I asked was, "Did you bring the Q-Tips?"

I said it conspiratorially, with a tinge of the addict's desperation. He thought it was funny, but a week later, I landed in the walk-in clinic. Actually, I would end up there three times in four days and stay home from work to deal with the excruciating pain, akin to having your inner ear stabbed repeatedly with a sharp knife.

Yes, I took two days off work because of Q-Tips.

I don't know when it started. I only know that, after a certain point, I was hooked. It felt so good. It just wasn't just about cleaning. It was about scratching the itch, and feeling that oddly sensuous shiver. As any user knows, there is something deeply, inappropriately satisfying about Q-Tips.

I knew it was wrong. I'd read the warning on the package to never put a Q-Tip inside your ear — about as effective a deterrent as a "Do not eat" warning on a box of the world's tastiest ice cream. ("Use only as a body lotion.")

The walk-in doctor asked a few questions, and I had to admit my addiction. Knowing it was wrong, I had stopped a few months ago.

But it wouldn't be breaking the new rules if someone else brought the swabs, I had reasoned.

The doctor told me my ears were very, very clean, and very, very swollen. The infection could be fixed with drops, he noted.

"So just to be clear," I said, cupping my ears. "I did this to myself, with Q-Tips?"

"Yes."

Walk-in doctors are constantly fielding cotton-swab injuries, he told me. "I can't believe they're still on shelves," he said. "A colleague and I joke that we should launch a class action lawsuit."

A lawsuit! For Q-Tips! And I would play the plaintiff. Because, really — as if cotton swab companies don't know how good their insidious products feel, as they caress those sensitive, rarely touched nerve endings. Worst of it all, as my ears started to heal, that old urge came back.

But I have sworn them off. Missing work over a Q-Tip was embarrassing enough the first time, but the pain is what's keeping me away. I would wake up in the middle of the night in agony, convinced my whole face and ears were stuck inside a clamp. I actually considered going to the ER.

Because of a Q-Tip.

That's a joke that's only funny the first time.

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How well have Annick and Yolanda's finances improved? At the end of our three month series, **Metro's finance guru Lesley-Anne Scorgie** looks at the financial gains both women have made and finds they've collectively increased their net worth by nearly \$9,000

Back on track after 12 weeks



LESLEY-ANNE SCORGIE
metromoney

THE CHALLENGE: Twelve weeks ago Annick, 24 and from Calgary, and Yolanda, 27, from Mississauga, took on the Metro Money Makeover challenge to transform their finances. Both young women rolled up their sleeves to get financially fit and reach new money milestones by crushing debt and saving thousands.

THIS WEEK: These two young women shattered their financial limitations and collectively raised their net worth by nearly \$9,000! More importantly, Annick and Yolanda have new and lasting financial life skills that will ensure their dreams of home ownership and higher incomes happen soon.

THE RESULTS: Financial success comes to those who work for it and Annick and Yolanda have done just that. After their 12-week financial transformation, I'm confident they're on track to financial independence which makes me the proudest money coach in Canada.

Annick

When Annick arrived in Calgary in 2010 from the Democratic Republic of Congo she had high expectations of a powerful Canadian education in energy management, a great job in a strong economy and dreams of home ownership by age 25.

But the cloud of student loans, high cost of living and few career prospects upon graduation due to disastrously low commodity prices crushed her finances. Further reducing her net worth were a few financial missteps — credit card balances from too many shoe and furniture purchases.

Annick and I have worked almost exclusively on the reduction of her consumer debt. Our target date for her consumer debt-freedom was July 2016, but she beat that by a long shot! Just two weeks ago she triumphed over it with the help of a tax refund totaling \$2,780.

The consumer debt reduction strategy we used for Annick was the 60/60/60 plan where every 60 days Annick eliminated another debt. Using between \$750 and \$900 per month of her cash flow from her nine to five job plus a part-time gig, we focused first on paying her loans to friends and family, which were causing her tremendous stress, followed by her expensive credit card balances.

When her tax refund was deposited, she paid out all remaining balances.

Today, Annick is left with a \$58,200 student loan and a small, but growing, group RRSP through her work (her employer matches her contributions 50 per cent).

THE NEXT 12 MONTHS: Annick must be careful not to slip back into old habits of overspending and instead focus on her goals of:

- Building an emergency fund (one year)
- Earning a better income (one to two years)



In 12 weeks Annick has eliminated her credit card balances and loans to friends and family. JENNIFER FRIESEN/FOR METRO

- Growing a down payment (three years)

Annick's long-term financial goals require short-term trade-offs.

So if she wants her dreams badly enough, she'll swap concert tickets and car payments for contributions to her TFSA and RRSP.

THE RESULTS: When we met in December 2015, Annick's net worth was (\$62,450).

In 12 weeks, she's eliminated her credit card balances and loans to friends and family for a net worth improvement of \$5,300 to (\$57,150).

Yolanda

In my first meeting with Yolanda she clearly demonstrated a high ability to save money. But, the reason she wasn't seeing any progress on her money was because she was using her TFSA and RRSP like a bank account; draining the balances whenever vet bills or trips came up. Yolanda's challenge came down to learning to budget for her short-term needs (some unexpected), while continuing to save towards her long-term goal of owning a home through her TFSA and RRSP. We crunched the numbers of her income and expenses — the two components that make up a budget — and identified three other financial areas requiring attention.

First, though she's very good at living within her means, Yolanda is underpaid. Yes, she loves her communications job at a well known charity, but the big question is how much? Her low income is compromising her ability to save for her goals.

Second, she needed to establish a financial "buffer" account which could be used to pay for unexpected expenses that traditionally would cause her to raid her TFSA and RRSP. She now contributes to that account regularly.

Third, Yolanda is incredibly financially generous. But, her contributions to helping children in underdeveloped countries and tithes to her church were getting larger and larger by the month. Today she follows the 10 per cent rule and gives a bit more of her time volunteering.

Because of Yolanda's insatiable desire to own a home, she made the critical decision to move back home with her mother, allowing her to save more aggressively for a down payment.

"This entire journey into the bowels of my finances has really opened my eyes. Now I really know how much I give, how much I save, how much I make, and how much I lack.

"It's great to know my numbers. I also find myself talking with friends and family about the benefits of budgeting and possibly giving back. But the one



Yolanda has learned to budget for her short term needs. LIZ BEDDALL/METRO

lesson I've learned: everything is a trade off!" Yolanda said.

THE NEXT 12 MONTHS: Yolanda's number one financial priority is saving \$30,000 for a down payment and closing costs. Her goal is:

- Home ownership (three years). To make this a reality, she'll need to tuck away between \$800 and \$900 per month for the next three years.

This means living like a lean mean frugal machine.

So, Yolanda may also want to consider trading her job that she loves in the non-profit sector for one that pays 35 per cent more money or getting her "side-hustle" on and secure a second job.

THE RESULTS: Since December 2015, Yolanda has improved her net worth by \$3,575 by setting up bi-weekly contributions to her savings account, pension, TFSA and RRSP. Her net worth is now \$7,875.

NET WORTH

Assets

TFSA 50
RRSP 1,000

Total Assets \$1,050

Liabilities

Student Loan 58,200

Total Liabilities \$58,200

Net worth (\$57,150)

NET WORTH

Assets

Savings 325
Pension 5,000
TFSA 1,300
RRSP 1,250

Total Assets \$7,875

Liabilities

VISA 0

Total Liabilities \$7,875

Net worth \$7,875

YOU CAN DO THIS ANIMATOR

‘For me, it’s about the people’

WHY I LIKE MY JOB

Hao Chen, 31, Creative Director, Vancouver, B.C.

I grew into an art family; ever since I was young, I was drawing. I went to Emily Carr here in Vancouver. I got into the animation program and did the full three years and got my BA there.

Ever since, I’ve worked in the industry. I started with bigger studios, working on Barbie and Max Steele, and did post-production on some Hollywood films. Then I went back to school, for entertainment design in Los Angeles, and after a year I decided it was time to start my own thing. I freelanced for a while, then my business partner and I started our company, LineTest. We focus on advertisements, TV commercials, online campaigns, digital signage and mobile apps. We’re a small studio, but we work with pretty big clients.

My job is to convey clients’ ideas and campaigns to the artists in our studio. I also take care of the business side of LineTest. For me, it’s about the people, whether it’s meeting with clients and helping them with their vision, or working with artists. I learn a lot from other people, and I get inspired by new ideas that can only be created when a collective is brought together. METRO



PROVIDED

THE BASICS: Animator

\$49,782

Median wage of animators, according to PayScale.com. Some even make as much as \$78,426, and can earn more as animation producers or creative directors.

+9.1%

The amount of growth expected in this field over the next four years

Data for this feature was provided by payscale.com, servicecanada.gc.ca, humber.ca, sheridancollege.ca, centennialcollege.ca, centennialcollege.ca, ryerson.ca and durhamcollege.ca

HOW TO START

A Bachelor of Animation or a diploma in Computer Animation is a typical starting point for a professional animator.

WHERE YOU CAN GO

Job titles and responsibilities for animators are diverse. Animators may work in feature film or television, on video games or in web design. They might become illustrators for medical textbooks or they could go on to become animation producers or creative directors in marketing firms. Depending on their strengths and interests, freelance animators often perform a mix of artistic duties.

NEXT CAREER STEP

If they haven’t studied it already, animators may want to explore post-grad studies in 3D Animation, or a certificate in Digital Animation or Digital Art Production. Artists working for marketing firms may choose to explore that field to accelerate career potential. METRO

EDUCATION

Paper vs. laptops: Experts weigh in

Some studies suggest students who take notes using pen and paper remember more than those typing their notes on a computer, but experts and educators caution such findings should be taken with a grain of salt.

Factors other than the method of note-taking can be far more significant when it comes to memorizing material, they say.

“Your long-term or short-term memory depends a lot on what you’re interested in and what you value,” said David Cameron, research director with the activist group People for Education.

One study that garnered international attention gathered information from hundreds of students from Princeton University and the University of California in Los Angeles. It found students who used laptops to take notes didn’t retain the information for long.

In contrast, according to the 2014 study by Pam Mueller and Daniel Oppenheimer, students who handwrote their notes had a better understanding of the information.

“I’ve seen many classrooms where kids have copied the entire board in terms of lesson structure and plan and goal, and then you walk up and ask and he says, ‘Well, I wasn’t reading, I was just copying off the board.’”



A study found students who typed an essay with one hand wrote better essays than students who typed with two hands, due to slowing down their writing process. ISTOCK

Ester Cole, a Toronto-based child psychologist, said both skills — handwriting notes and typing them on laptops — are valuable if students want to do well.

Children need to be able to utilize both fine-motor and digital skills to best complement what they’re learning, he said.

“Computer technology is a tool, and tools are complementary.”

Some educators said technology can offer a distinct advantage in certain cases to handwriting and can even be a necessity.

“If your fine-motor skills are not developed to the point where you’re able to write quickly enough or legibly enough,

maybe the technology can help you keep up or take more legible notes,” said Kevin Bradbeer, with the Toronto District School Board.

In 2016 the University of Waterloo did a study on students who typed an essay with one hand versus two hands.

They generally found that students who typed with one hand — equated in the study to handwriting — wrote better essays.

“We’re not saying that students should write their term papers with one hand, but our results show that going fast can have its drawbacks,” says the study authored by professor Evan Risko.

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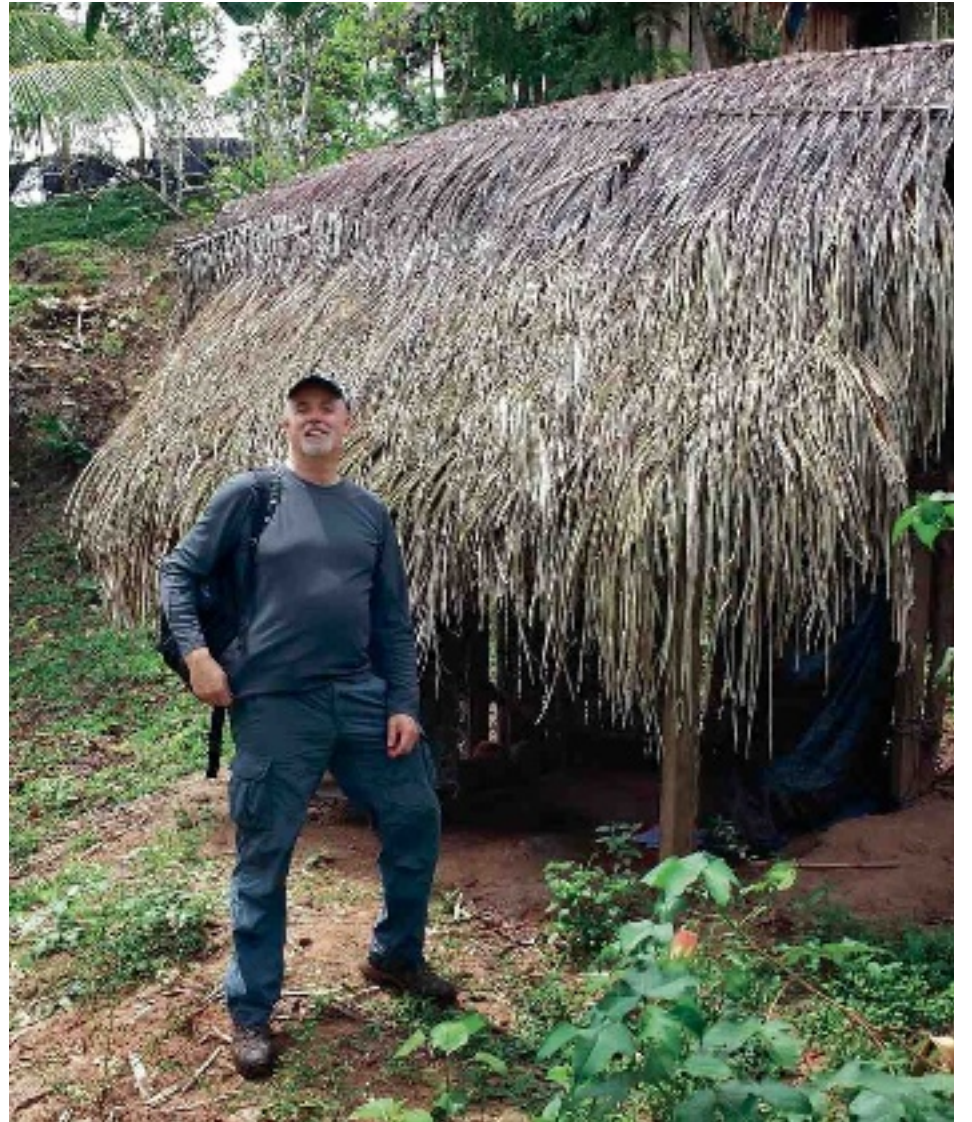


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VOLUNTEER WEEK

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Volunteer stories: Meet Murray Stow

In 2015, Peru was named one of the world's all-stars of the global economy. And while the country is growing, the rewards are not being reaped equally. Certain regions of Peru are not benefiting and the balance between economic growth and the environment is fragile.

There are also many disadvantaged Peruvians who are vulnerable to economic shocks and could fall deeper into poverty. If populations are not resilient, the progress made in the last decade could be reversed.

Murray Stow was fortunate to learn up close how to work in this exciting and challenging environment.

With a background in agribusiness management and skills in developing export markets and logistic supply chains, Stow travelled with Cuso International to work with Takiwasi, an organization that works with indigenous populations to promote the sustainable harvesting of medicinal and aromatic plants.

There is a surge in global demand for these plants and expanding access to markets is an important way to support both economic growth and protect the environment. Cuso International matches skilled volunteers like Stow with opportunities in countries such as Colombia, Tanzania, Myanmar and the Philippines.

The organization provides a comprehensive training program that prepares volunteers for the experience, along with a financial support package that allows for a safe and healthy lifestyle. Professional staff in each country support the needs of volunteers.

Are you interested in sharing your skills and discovering life in another country? Cuso International is looking for people with a variety of backgrounds to work with partners around the world. Visit cusointernational.org/NVW, email: cuso.recruitment@cusointernational.org or phone (613) 829-7445 ext. 210 to learn more.



Content Solutions

Murray steps down as GM

SENATORS

Dorion elevated from assistant general manager post

Bryan Murray would have liked his time as general manager of the Ottawa Senators to have a better ending, but at least he is confident that he's leaving the position in good hands.

Less than 24 hours after the Senators' season ended, Murray announced Sunday he would be stepping down as GM and taking on a senior advisory role.

Pierre Dorion will take over as the eighth general manager in franchise history. Dorion, an Ottawa native, had spent the past three seasons as assistant general manager and has been with the organization since 2007.

Murray was first hired as head coach in June 2004 and was promoted to GM in June 2007 following the Senators' only Stanley Cup final appearance. In November 2014 Murray announced he had Stage 4 colon cancer, but would remain in his role while he battled the disease.

He said his health was just one of many factors involved in the decision.

"I guess I've been struggling with it for the last month in particular, but probably Wednesday of this past week (the decision came)," Murray said. "I thought about it, I met with (owner Eugene Melnyk). We had a long discussion about where



The Senators promoted Bryan Murray to GM in 2007. JUSTIN TANG/THE CANADIAN PRESS

“

I think it's a very bright future. I think we will be competitive for years to come.

Bryan Murray

we're going, what we're doing and I just felt at the time and I suggested ahead of time in all likelihood it would be the right time.

"I think having Pierre in position to do to the job and take it over and be a strong general manager was important, obviously. There really wasn't any other consideration. Knowing that and how I feel and how much time I've taken away from



Pierre Dorion
THE CANADIAN PRESS

my family. Tolerant is an under-used word, but putting up with me wanting to be the young man still in hockey, I just felt that after much discussion it was time to pull the plug."

Dorion has a wealth of hockey experience. His career started in 1992-93 working as a junior scout in the Central Junior Hockey League and eventually led to 13 seasons in scouting (11 with the Montreal Canadiens followed by two with the New York Rangers) before being hired by the Senators.

"The number one priority is definitely to get back to our winning ways," Dorion said.

"I think we have to be more consistent as a team.

"At times we look like we can beat any team in the league. There are nights we look like we have no chance to win. Consistency is definitely something we're going to look at. It hasn't been a long while that I've known I'm going to have this job. A plan will be put in place, a plan will be executed."

THE CANADIAN PRESS

MASTERS

Willett conquers Augusta National

Danny Willett in a green jacket was hard to believe considering he wasn't even sure he could play the Masters two weeks ago.

Jordan Spieth was even more stunned.

Nine holes away from history, the defending Masters champion threw it all away in a collapse around Amen Corner that was shocking even by Augusta National standards. He played the opening three holes of the back nine in 6 over par, including a quadruple bogey at the 12th.

Willett, five shots behind with six holes left to play, birdied three of his last six holes to polish off a round that might not get its due because of Spieth's meltdown. He closed with a 5-under 67, with no bogeys on his card, to match the best score of the weekend.

The 28-year-old Englishman wasn't even planning to play. His wife was due with their first child on this very day. Their son, Zachariah James, was born on March 30, clearing Willett to a most unlikely path to becoming a major champion.

THE ASSOCIATED PRESS

+

RUNNERS-UP

Spieth closed with a 73 and tied for second with Lee Westwood (69).

CRIME

Ex-NFLer shot dead after fender-bender

Former New Orleans Saints player Will Smith was shot and killed in what appeared to be a road-rage incident, city police said Sunday. The death shocked fans of the much-loved athlete.

Investigators don't have any evidence so far that the shooting was "anything other than this accident ... that turned violent," Police Supt. Michael Harrison said Sunday afternoon.

There's no indication that Smith, 34, and the man accused of killing him knew each other



Will Smith
GETTY IMAGES FILE

or that Cardell Hayes, 28, targeted Smith, Harrison said.

Smith, a former defensive end, was a first-round draft choice by New Orleans in 2004.

He led the Saints with a career-high 13 sacks in 2009, when the club won its only Super Bowl. THE ASSOCIATED PRESS

≡

IN BRIEF

Leicester qualifies for Champions League

Leicester qualified for the Champions League for the first time on Sunday and moved closer to the Premier League title with a 2-0 win at struggling Sunderland.

Jamie Vardy scored both goals to take his tally for the season to 21 goals. The goals kept Leicester seven points clear of Tottenham, which beat Manchester United 3-0, and guaranteed a top-four finish for the central England team.

THE ASSOCIATED PRESS

Canada wins men's world curling championship

Kevin Koe led Canada to its first men's world curling championship in four years with a 5-3 victory over Denmark on Sunday.

With the score 3-3 in the ninth end, the Calgary rink scored a decisive two points when Danish skip Rasmus Stjerne barely missed on a double-runback raise attempt, giving Koe an open draw.

Glenn Howard won Canada's last men's title in 2012. THE CANADIAN PRESS

MLB

Estrada leads Jays to shutout of BoSox

Marco Estrada took up where he left off last season, throwing the Blue Jays an early season lifeline after four straight losses.

The Toronto right-hander, making his season debut after a sore back limited him in spring training, threw seven shutout innings and Josh Donaldson belted his fourth homer in a 3-0 win over the Boston Red Sox on Sunday before a Rogers Centre sellout of 46,158.

Estrada shut down a Boston team that had scored 28 runs in

SUNDAY in Toronto

3

BLUE JAYS

0

RED SOX

its first four games, including 16 in the previous two in Toronto. He struck out eight while limiting the Red Sox to five hits and two walks in an economical 91-pitch outing that featured 62 strikes. THE CANADIAN PRESS

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RECIPE Baked Eggs with Asparagus



PHOTO: MAMA VISNEYE

Ceri Marsh & Laura Keogh
For Metro Canada

We never underestimate the power of an egg, especially when it comes to making healthy and fast dinners. Two eggs and you're practically a superhero.

Ready in
Prep time: 5 minutes
Cook time: 15 minutes

Ingredients

- 1 tsp olive oil
- 8 asparagus spears, trimmed and chopped
- 2 eggs
- 1/4 cup Parmesan cheese, grated
- salt and pepper

Directions

1. Preheat the oven to 400 degrees.

2. Pour your olive oil in a small, oven-proof skillet and bring up to medium heat. Add the asparagus pieces and sauté until they just begin to soften, about 3 to 5 minutes. Spread the vegetables evenly across the pan.

3. Crack the eggs over the asparagus. Carefully place the skillet into the oven. Bake for 5 minutes.

4. Using an oven mitt, slide the pan out of the oven. Sprinkle the Parmesan cheese across the top of the whole pan and gently place back in the oven. Bake for another 5 minutes, or until the eggs are cooked to your liking.

4. Serve with buttered toast.

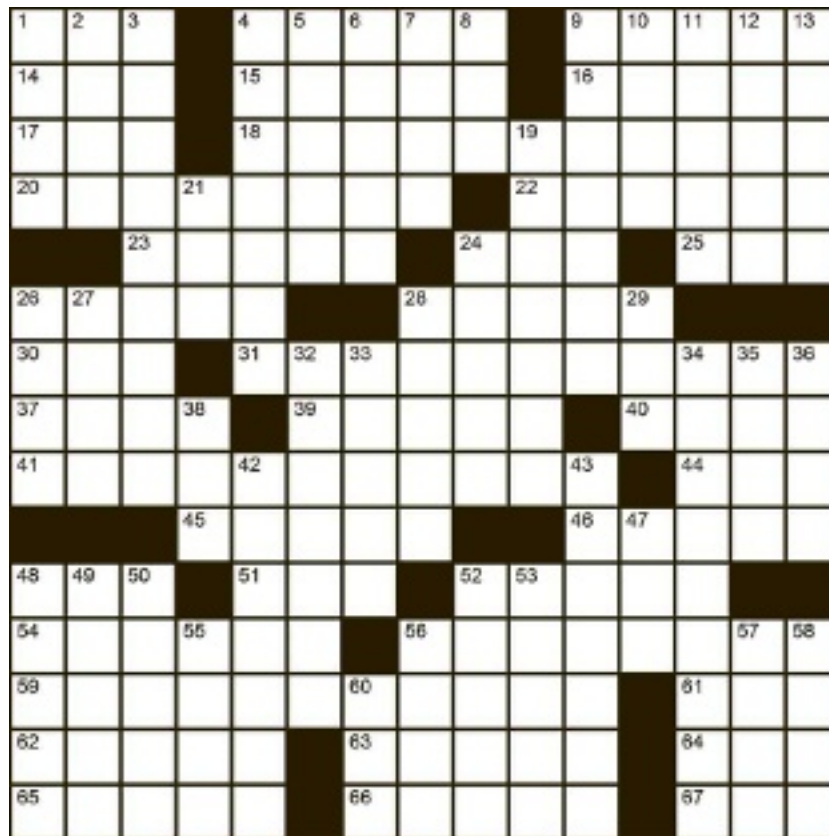
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BY KELLY ANN BUCHANAN

ACROSS

1. Razors brand
4. University ___ Brunswick
9. Athlete's contraction
14. Soul part, in ancient Egyptian mythology
15. Adam van __, Flemish painter
16. Patchy-coated horse
17. ___ culpa!
18. Radio ___
20. ___ and Mastodons: Titans of the Ice Age (Current exhibit at the Ontario Science Centre in Toronto)
22. Unspecified individual
23. English diarist, Samuel __ (b.1633 - d.1703)
24. Couplet
25. Telephone bk. listings
26. "Look ___ Did!" (Check out my accomplishment!)
28. Feudal workers
30. Cleaning item
31. Toronto subway station: 2 wds.
37. Uncle's wife
39. What one can do with #1-Across
40. Prefix meaning 'thought'
41. Glacial epoch for the creatures at #20-Across
44. ___-dee... (Funny!)
45. Spring flower
46. Petrograd prohibitions
48. Little devil
51. You ___ by Lionel Richie



52. Storms
54. Certain cold cut
56. Minus
59. Maritimes History: Its colours are blue, white and red ...and there's a gold star in the upper left corner: 2 wds.
61. Verify
62. Walking sticks

63. Scottish hymn: ___ That Wilt Not Let Me Go
64. Time-saver's abbr.
65. Chirp
66. Sharp-__ (Like a knife)
67. Musical note before lah

DOWN

1. The Rubbles' baby, when doubled
2. Swedish furniture store
3. Region/drink in France
4. Not deviating from the subject matter: 2 wds.

5. Sixty minus twenty's answer
6. Ark builder's namesakes
7. Coastal birds
8. Scale amts.
9. Laverne & Shirley ...to Happy Days
10. Sympathy
11. Playwright Mr.

- Chekhov
- Shorthand [abbr.]
- Traditions
- Ms. McTeer (Wife of 16th Prime Minister Joe Clark)
- The ___ (NYC opera attraction)
- Inquire
- Shawl
- Transport via truck
- Birth name of singer Fergie, ___ Ann Ferguson
- ___ Lanka
- The Waldorf=___ (Landmark hotel in New York)
- Beamed
- Glues and tapes
- Tidy
- Michael __ (Fashion designer)
- Journalist's story origin
- Nautical vision blurrer: 2 wds.
- Set to be married
- Nevertheless
- "All I gotta do ___ naturally...": Country tune bit
- Beautiful bird
- Carpentry tool
- Record anew, as on a ship
- Succulent plant
- "Chick" suffix
- St. John's locale [abbr.]
- Disallow
- Inscribe
- San Francisco's ___ Valley

★ IT'S ALL IN THE STARS Your daily horoscope by Francis Drake

Aries March 21 - April 20
You are creative and artistic. (Aries is the sign of the artisan in the zodiac, which is why you can do anything with your hands.) Today you are full of amazing, original ideas!

Taurus April 21 - May 21
Something having to do with your finances or your possessions is a bit unreliable today. Double-check all transactions. Postpone important purchases until tomorrow.

Gemini May 22 - June 21
Today the moon is in your sign; however, its influence is unpredictable. Therefore, keep a low profile and don't get excited about things. Tomorrow is a stronger day.

Cancer June 22 - July 23
You might kid yourself about knowing what you are doing today, when in fact you really don't. Therefore, postpone important decisions until tomorrow. If you must act, do it in the morning.

Leo July 24 - Aug. 23
This is a great day to schmooze with others! Spontaneous social situations will arise suddenly. Someone you least expect might want to see you. (It's an interesting day).

Virgo Aug. 24 - Sept. 23
Relations with authority figures are unpredictable today. Whatever happens, you will want to be free of what they dictate. You don't want anyone telling you what to do today.

Libra Sept. 24 - Oct. 23
Travel plans will be interrupted or cancelled today. Alternatively, unexpected travel plans might arise. That's because today is a bit of a crapshoot.

Scorpio Oct. 24 - Nov. 22
If dealing with financial matters, especially with shared property, inheritances and such, make sure you have your facts right. Something unexpected could torpedo something.

Sagittarius Nov. 23 - Dec. 21
Be prepared to accommodate others today, because the moon is opposite your sign. Furthermore, it is dancing with Uranus, which means people are unpredictable. Keep your eyes open!

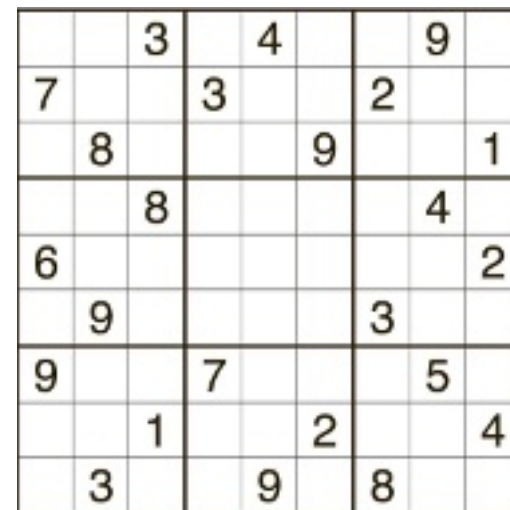
Capricorn Dec. 22 - Jan. 20
Allow yourself extra time at work today so that you have wiggle room to cope with something unexpected. Today will be full of short-ages, delays and goofy mistakes.

Aquarius Jan. 21 - Feb. 19
This is a mildly accident-prone day for your kids, so be vigilant. Meanwhile, planned social events might change, while unexpected social events might occur.

Pisces Feb. 20 - March 20
Your home routine will be interrupted today. Small appliances might break down, or something unexpected will occur. Just be aware of this so that you are prepared.

CONCEPTIS SUDOKU by Dave Green

Every row, column and box contains 1-9



FRIDAY'S ANSWERS

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